

# PARENT/GUARDIAN SURVEY 2011-2012: BENJAMIN FRANKLIN MIDDLE SCHOOL

Results of the May 2012 survey on the Skyward Family Access System for  
Benjamin Franklin Middle School

*Ridgewood Public  
Schools*

*Dear Parent or Guardian,*

One goal of the Board of Education is to survey the district's parents and guardians each year, alternating a comprehensive satisfaction survey with a brief survey on a singular topic. This May the school district asked its parents and guardians to fill out a survey on the single topic of the Skyward Family Access system. The results of the survey are presented here.

The results present an important snapshot that the Board of Education hopes will contribute to a dialogue among all members of the school community and become a resource for making your school and the district the best they can be.

Thank you to all who took the time to complete the survey. We hope you enjoy reading the report and appreciate your feedback.

The Ridgewood Board of Education  
*Sheila Brogan, President*  
*Vincent Loncto, Vice President*  
*Christina Krauss*  
*Michele Lenhard*  
*James Morgan*

Superintendent of Schools  
*Daniel Fishbein*

### **How to read this report**

The data in this report reflect survey results for your school only. A link to the results for the whole district is also provided below. For each survey question, data are displayed in both tables and bar graphs.

Please note that not all parents participated in the survey. Your school's participation rate is noted below, along with the overall district participation rate.

### **How was the survey conducted?**

The survey was conducted via e-mail from May 7-18, 2012. Using SurveyMonkey software, e-mail invitations with private links were sent to all parent/guardian e-mail addresses on file with the district. Survey respondents participated on a secure survey website, and only one response was allowed for each e-mail address. The survey was completely anonymous.

Numerical data were compiled and charts were created using SurveyMonkey. District data were compiled from the individual school surveys by members of the Ridgewood Public Schools Information Technology Department. The superintendent, administrators and school board members reviewed the data and all comments.

### **What were the results for the whole District?**

A total of 3007 parents or guardians filled out surveys, representing a 39.6% participation rate. [Click here](#) for a summary of the district survey data.


### **How many parents and guardians participated in your school's survey?**

As of 5.31.12	# Students Attending	# E-mails on File	# Participants in Survey	Participation Rate 2011-2012
BFMS	697	1034	390	37.7%
District	5714	7586	3007	39.6%



### **How will these survey results be used?**

Complete survey results have been provided to your school's principal, as well as the central administration and the Ridgewood Board of Education. The data will be used to refine the Skyward Family Access system in order to maximize communication between the district and parents and guardians.

1. Our records show that your child or children attend(s) BENJAMIN FRANKLIN MIDDLE SCHOOL. Please confirm this information by checking the corresponding box below.

		Response Percent	Response Count
Benjamin Franklin Middle School		100.0%	390
George Washington Middle School		0.0%	0
Glen/RED Program		0.0%	0
Hawes Elementary School		0.0%	0
Orchard Elementary School		0.0%	0
Ridge Elementary School		0.0%	0
Ridgewood High School		0.0%	0
Somerville Elementary School		0.0%	0
Travell Elementary School		0.0%	0
Willard Elementary School		0.0%	0
		<b>answered question</b>	<b>390</b>
		<b>skipped question</b>	<b>0</b>






**2. Are you aware that the Skyward Family Access system allows you to verify or update family/student information, and depending on your child's grade level: obtain your child's grades/assignments, check your child's attendance, check classroom messages, fund and check the food service account, and register and pay student activity and/or testing fees?**

		Response Percent	Response Count
Yes		99.5%	377
No		0.5%	2

Please feel free to comment. 23

answered question	379
skipped question	11

**3. At the start of this 2011-2012 school year, the option to fund a Family Food Service Account in Skyward was provided. Since September, a number of changes have been implemented (e.g., e-mail notification of Family Food Service Account Balance due and the ability to flag a student account as "no charging"). How has your experience with the Family Food Service Account system changed since the start of the school year?**

		Response Percent	Response Count
Improved considerably		13.7%	51
Improved slightly		29.0%	108
Not improved at all		14.8%	55
Worsened		4.3%	16
I do not fund a Family Food Service Account.		38.2%	142

Please feel free to comment. 65

answered question	372
skipped question	18

#### 4. Please complete this statement: I log onto Skyward Family Access to

	About once a day	About once a week	About once a month	About once a year	Never	Response Count
verify or update family/student information	3.7% (13)	10.0% (35)	13.5% (47)	<b>66.5% (232)</b>	6.3% (22)	349
obtain my child's grades/assignments	17.2% (62)	<b>41.1% (148)</b>	34.4% (124)	3.9% (14)	3.3% (12)	360
check my child's attendance	4.6% (16)	15.0% (52)	21.3% (74)	8.1% (28)	<b>51.0% (177)</b>	347
check classroom messages	16.1% (57)	<b>41.2% (146)</b>	29.9% (106)	2.5% (9)	10.2% (36)	354
fund and check my child's food service account	1.4% (5)	8.0% (28)	<b>40.3% (141)</b>	11.1% (39)	39.1% (137)	350
register and pay student activity and/or testing fees	1.2% (4)	5.8% (20)	22.2% (77)	32.3% (112)	<b>38.6% (134)</b>	347

If you answered "never" to any of the above categories, please take a moment to tell us why.

128

**answered question**

**363**

**skipped question**

**27**

## 5. How helpful do you find Skyward Family Access to be?




	Very helpful	Helpful	Neither helpful nor unhelpful	Unhelpful	Very unhelpful	Response Count
verify or update family/student information	<b>42.3% (149)</b>	41.2% (145)	14.2% (50)	1.1% (4)	1.1% (4)	352
obtain my child's grades/assignments	<b>63.2% (227)</b>	29.0% (104)	4.2% (15)	1.7% (6)	1.9% (7)	359
check my child's attendance	31.8% (110)	25.1% (87)	<b>38.7% (134)</b>	1.7% (6)	2.6% (9)	346
check classroom messages	<b>45.5% (162)</b>	36.5% (130)	13.5% (48)	2.5% (9)	2.0% (7)	356
fund and check my child's food service account	26.1% (90)	29.3% (101)	<b>33.3% (115)</b>	4.9% (17)	6.4% (22)	345
register and pay student activity and/or testing fees	27.1% (92)	31.5% (107)	<b>35.0% (119)</b>	1.8% (6)	4.7% (16)	340

Please specify the areas that you find most helpful or unhelpful.

72

<b>answered question</b>	<b>361</b>
<b>skipped question</b>	<b>29</b>

**6. Skyward Family Access allows teachers to regularly communicate with parents and guardians regarding your child. Overall, what has been your experience with this mode of communication from teachers?**

		Response Percent	Response Count
I am informed through these communications from the teacher(s).		48.3%	173
I would like more consistent communication from the teacher(s).		27.9%	100
I receive very little communication from the teacher(s).		23.7%	85
	Please elaborate.		84
		<b>answered question</b>	<b>358</b>
		<b>skipped question</b>	<b>32</b>